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WM
7/29/03

PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM
FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENT

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Examiner: J.Corrielus

Art Unit: 2172

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Non-Fee Amendment Commissioner for Patents P.O. Box 1450, Alexandria, VA 22313-1450 on

July 21, 2003
Date of Deposit

Richard Yoon

Name
Richard Yoon 7/21/03
Signature Date

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AMENDMENT

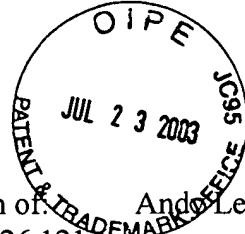
JUL 25 2003

Technology Center 2100

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 23, 2003, in connection with the above-identified application, please enter and consider the following amendments and remarks:

In re the application of: **Andrea Lee et al.**

Serial No.: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM FOR CUSTOMER SERVICE AND SUPPORT
MANAGEMENT

PATENT

Docket: 75.001

Date: July 21, 2003

#6 WM
7/29/03

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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JUL 25 2003

Technology Center 2100

Sir:

Transmitted herewith is an Amendment in the above-identified application;
 Twenty-two (22) Sheets of Formal Drawings; and
 Return postcard.

The fee has been calculated as shown below:

	(Col. 1)	(Col. 2)	(Col. 3)	SMALL ENTITY		OTHER THAN A SMALL ENTITY		
	CLAIMS REMAINING AFTER <u>AMENDMENT</u>	HIGHEST NO PREVIOUSLY PAID FOR	PRESENT <u>EXTRA</u>	RATE	ADDIT. FEE	OR	RATE	ADDIT. FEE
TOTAL	42	MINUS 42	=	-0-	x 9 \$	OR	x 18 \$	\$-0-
INDEP CLAIMS	3	MINUS 3	=	-0-	x 39 \$	OR	x 78 \$	\$-0-
[] FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+135	\$	OR	+270	\$
				TOTAL	\$	OR	TOTAL	\$-0-

* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box on Col. 1 of a prior amendment or the number of claims originally filed.

- The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. _____. A copy of this sheet is enclosed.
- Any filing fees under 37 CFR 1.16 for the presentation of extra claims.
- Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

Richard Yoon
 Richard K. Yoon
 Registration No. 42,247